

# Distance Support

A world of support at your fingertips

## Anchor Desk

*I need to . . .*

**The Fleet's Information Super Highway**  
[www.anchordesk.navy.mil](http://www.anchordesk.navy.mil)

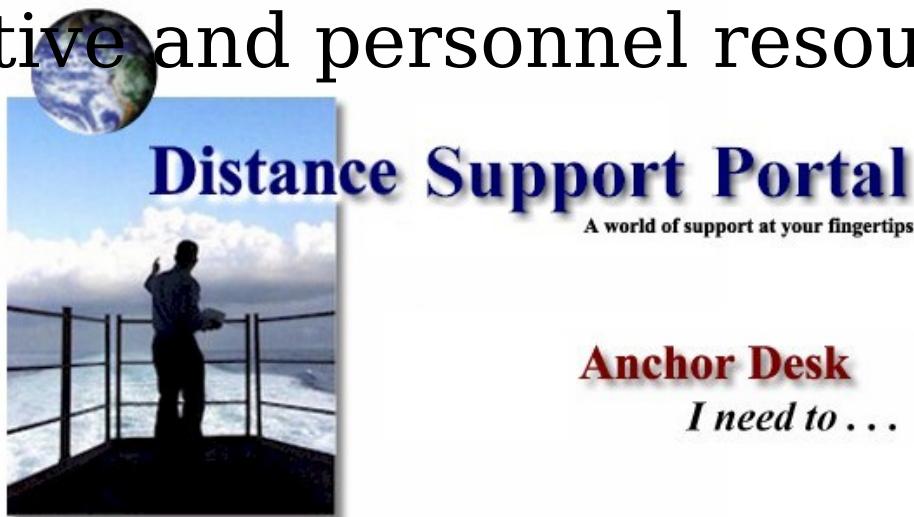
SEA 04L133  
703.602.8018 x346

**Adapting and transitioning today's support infrastructure and business processes  
to the tools and technology of eBusiness and Information Technology.**

# Distance Support

What Does the Distance Support Provide the Sailor at sea?

- Provides the sailor with a single desktop point of entry to an integrated Distance Support tool bag, simplifying access to Naval maintenance, technical, supply, training, administrative and personnel resources



# Distance Support Portal

## Distance Support

Aviation Support

C4I Support

HM & E Support

Combat Systems Support

Chaplain & Spiritual Support

Medical Support

Supply Support

Training Support

Ordnance Support

more links ...

**Toolbox**

Call/Email for Assistance

Collaboration Tools

- Sametime® Chat
- NetMeeting®
- Support Kit

Submit a Question Online

Submit a Deficiency Report

portal user's guide

more about distance support

site map

distance support metrics

home

**Fleet's Information Super Highway**

# What is Distance Support



Single “Reach-Back Portal” for streamlined access to any data, information and shore subject matter expert support

## **The DS Environment**

- **Interactive Portal**
  - Content access via Shared Data Environment
  - Organized links to a coalition of web based content providers..(ie training, medical, etc)
- **Collaboration Tool Suite**
  - On-line assistance
  - Problem capture and filing portable hardware
- **Customer Help Desk**
  - 24/7 support
  - Shore advocate for the Customer
  - POC for Trouble Call status and tracking

# **NICC Activity Summary**

## **18 Aug 1999 - 05 Apr**

### **2001**

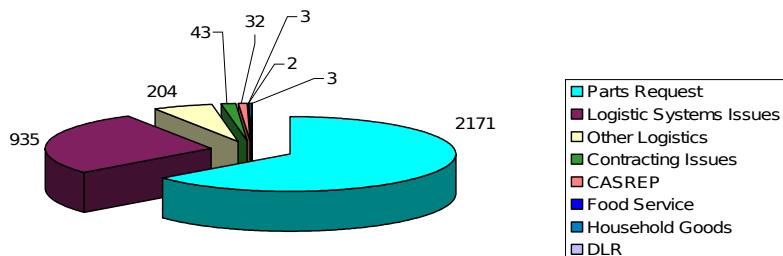
- **1850 different activities have used the Integrated Call Center**

<b>Calls received</b>	<b>24305</b>
<b>Calls requiring action</b>	<b>16108</b>
Closed	<b>15951</b>
Open	<b>157</b>
<b>Other Calls (Wrong Numbers, Training Calls, SOS Call Back, Transfers within the ICC, etc)</b>	<b>8123</b>
<b>Average time to answer call</b>	<b>6.5 sec</b>
<b>Average Time-to-Close (Received Customer Satisfaction Report) days</b>	<b>1.9</b>
<b>Abandoned calls</b>	<b>524</b>
<b>Calls transferred to SOS</b>	<b>11951</b>

# NICC Metrics

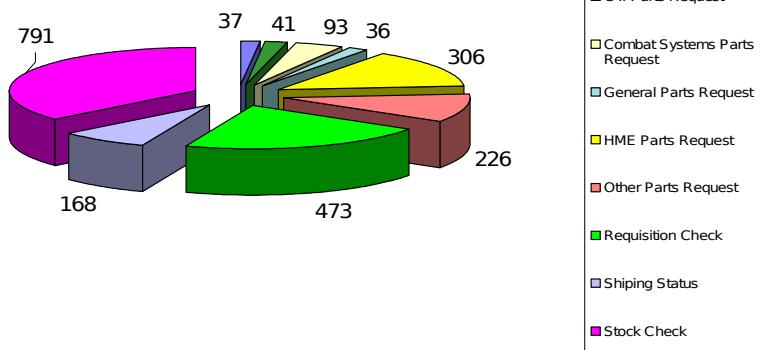
## Logistics Requests Aug 00 to Date

**Total 3393**



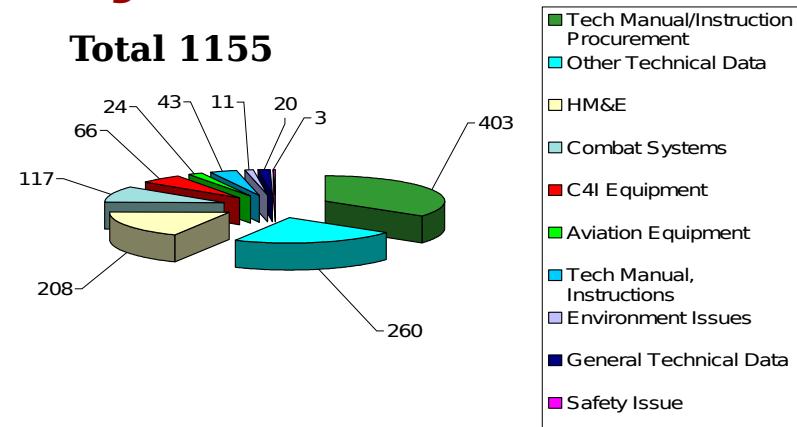
## Logistics Parts Request Aug 00 to Date

**Total 2171**



## Technical Data Aug 00 to Date

**Total 1155**



## NICC User Summary Aug 99 to Date

### Top Users to Date

NAVSEA (307 calls)  
SPAWAR (255 calls)  
NAVICP Mechanicsburg (230 calls)

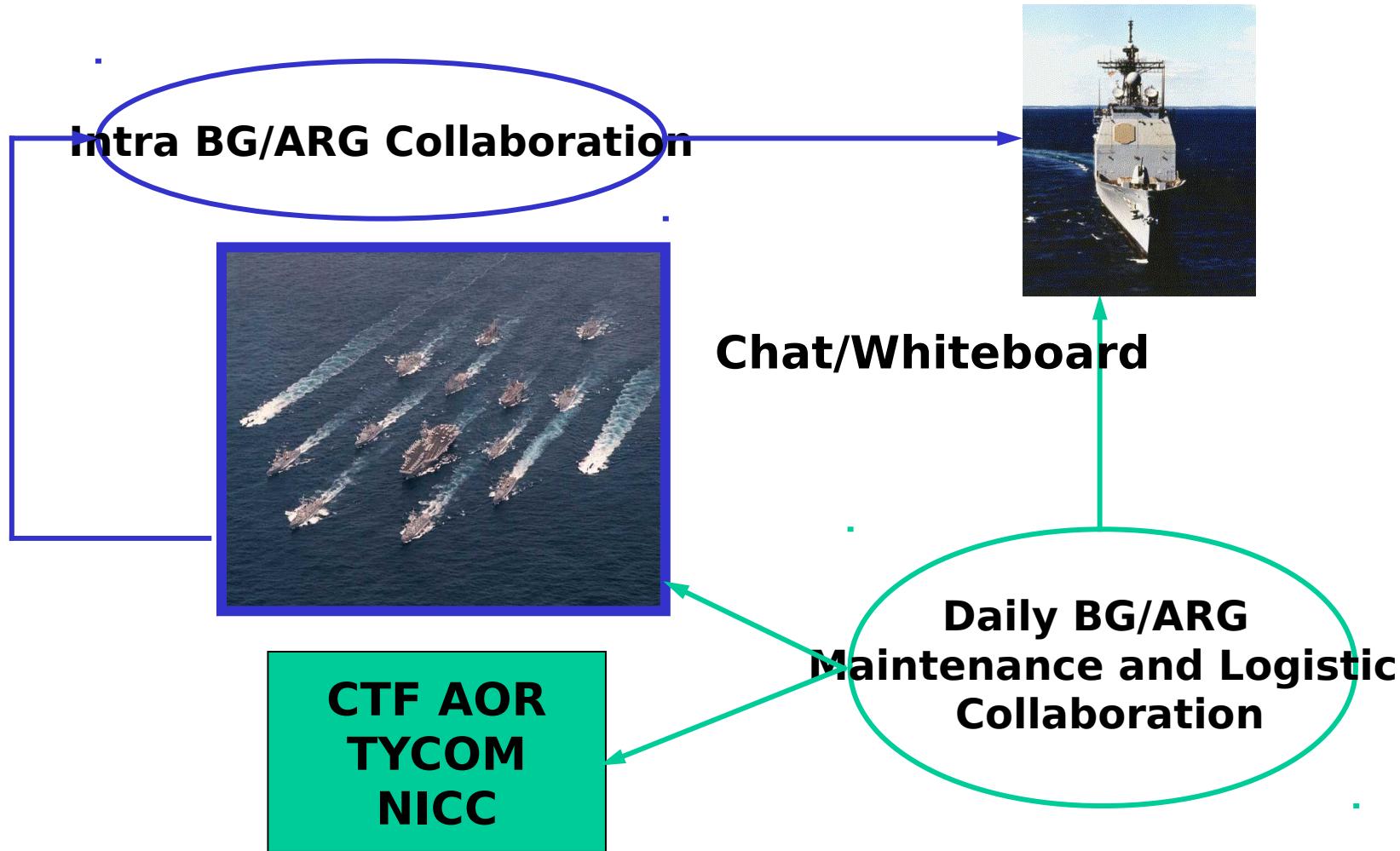
### Top Fleet Users

USS Constellation (CV-64) (160 calls)  
USS Newport News (SSN-750) (154 calls) \*\*  
USS Theodore Roosevelt (CVN-71) (153 calls)

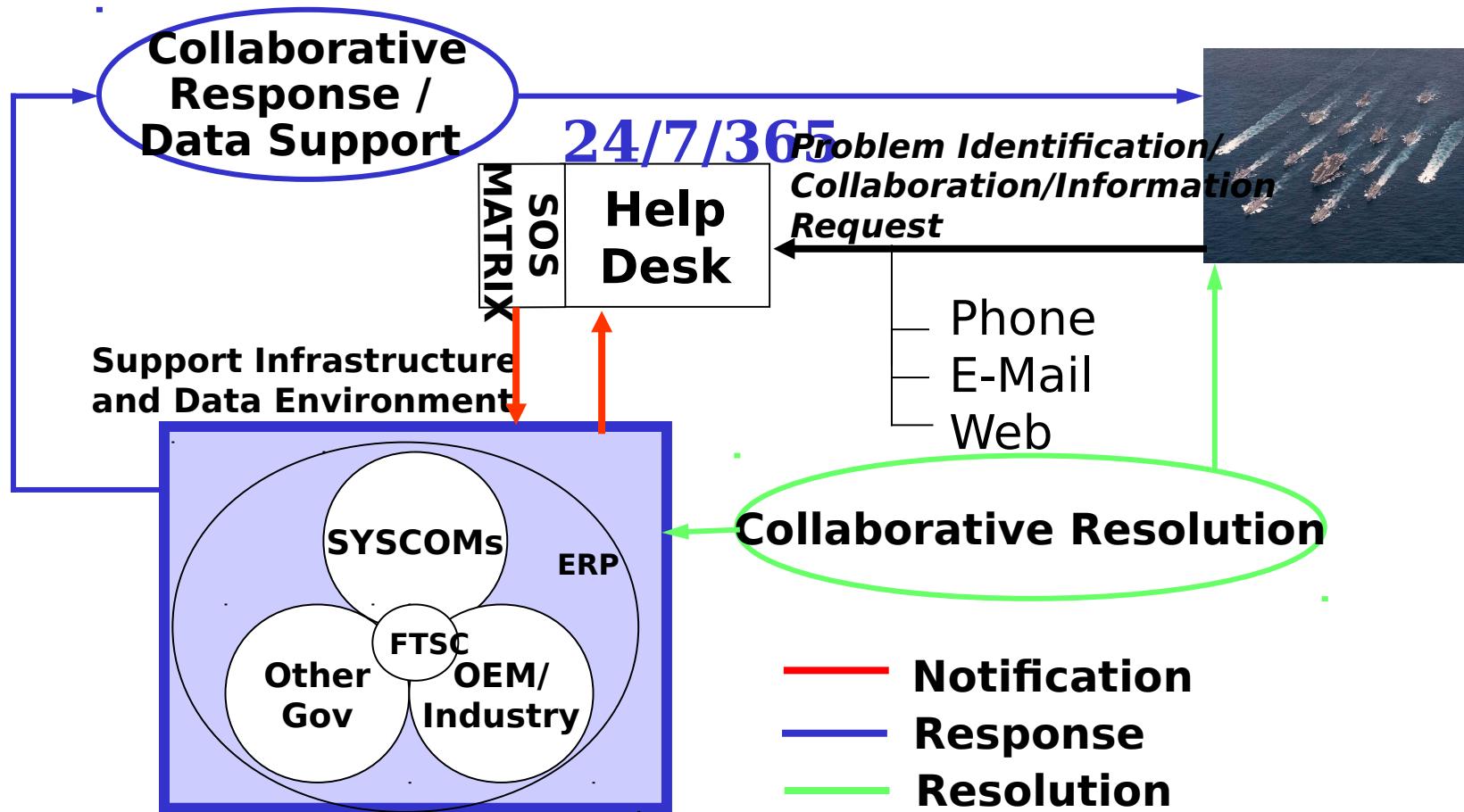
### Weekly Top Users

SPAWAR (11 calls)  
NAVSEA (6 calls)  
USS Kearsarge (LHD-3) (3 calls)  
USS Nimitz (CVN-68) (3 calls)

# Intra/Inter Battle Group Collaboration CONOPS



# Inter Battle Group Collaboration/Data Support CONOPS



# What Makes Up Distance Support

## AFLOAT SYSTEM

- Interactive Portal
  - HTML Portal CD installed on Ship PCs (1 CD per Seat)
  - CD Backup of Portal links (1 Set per ship)
    - Sailor to Engineer, NetG, Telemedicine
- Collaboration Tool Suite (portable COTS)
  - Digital data capture for remote support
  - Support Kit A (one per ship)
    - Scanner, digital camera,
  - Support Kit B (one per big deck)
    - laptop computer with "O" scope capability, misc items
  - Desktop PC Kit (1 Kit per Seat)
    - PC camera and audio speaker/phones
      - » Augment IT 21 Desktop Computer
  - Combat Systems ICAS (Radar only)
    - Laptop Computer with ICAS software
      - » Intelligent diagnostics

# What Makes Up Distance Support

## ASHORE SYSTEM

- Interactive Portal
  - HTML Portal CD loaded on a PC and/or Server (1 CD per Seat)
- Collaboration Tool Suite (portable COTS)
  - Support Kit A
    - Scanner, digital camera,
  - Support Kit B
    - laptop computer with “O” scope capability, misc items
  - Desktop PC Kit (1 kit per seat)
    - PC camera and audio speaker/phones
      - » Augment Desktop Computer as needed

# DS Certification Status

- Interactive Portal
  - DS SSIL certified for both NIPRNET and SIPRNET
  - MOA in process with SPAWAR
    - Defined major vs minor changes requiring retest
      - Test case with Portal Version 1.4
    - Establish process for CCB
- Support Kit A & B
  - No certification required
  - AEL established
- Desktop PC Kit
  - SIPRNET test in process
  - NIPRNET test waiting for hardware
- Proxi Server standard settings
  - Netmeeting proxi setting test in process

# IT Requirements

- Available Hardware and Infrastructure (IT-21 or NMCI)
  - Pentium Desktop PC
  - Access to Network
    - SUPRNET and NIPRNET Access
    - Server set to allow audio and video
- Available Software (IT-21 or NMCI)
  - Netmeeting (IT-21 GOTS Delta Load)
  - Sametime Chat (Collaboration at Sea Program)
  - Internet Browser (IT-21 GOTS Delta Load)
- Bandwidth Capacity (IT-21 or NMCI)
  - 9.6 kbps for chat and whiteboard
  - 28 kbps for audio and streaming video
  - 64 kbps for live video
- Bandwidth Availability (IT-21 or NMCI)
  - Average 16 kbps for 1 hour/day/ship
  - Greater than 16kbps based on need & capability
    - Average 1 hour/week/ship

# Installation Procedure (Per Ship)

- Install PC Desk Top equipment (15 Minutes)
- Load Portal Software (20 Minutes)
- Provide Kit A or Kit A & B (No time required)
- Check Proxi Server (2 Hours)
- Check Connectivity (2 Hours)
- Training (2 - 4 Hours)

# Installation and Management Requirements

- Shipboard POC
  - Who will coordinate collaboration conferences?
  - Who maintains physical control of Support Kits/equipment?
  - Who/how is process managed? (ALBG Draft OPTASK ? )
- Access Management
  - Which PCs (six per ship)
  - SIPRNET and NIPRNET distribution
- Time table for hands-on training

# Distance Support Status

- ✓ Business rules for collaborative infrastructure and shared data environment established
- ✓ PPL/SSIL certification issued
- + Key data elements and database sharing/mining agreements established

# Distance Support Status cont.

- + Metrics process developed
  - SOS data mining, DS web page link to maintenance metrics website
- ✓ Currently fielded on all platforms in Lincoln Battle Group/Tarawa ARG
- + Planned installs on all deployable Battle Groups/ARGs
- + Planned installs on all CONUS and OCONUS shore activities
- + Resource sponsorship and authority for single reachback portal established

# Abraham Lincoln BG/Tarawa ARG

## Deployment Results

- Distance Support utilized for daily maintenance meeting between all platforms, the TYCOMS and the NICC
- Distance Support utilized for daily logistic meeting between all platforms, C5F AOR and, CTF 53
- Distance Support used more than 1,600 times during deployment
- Managed use did not effect band width
- Improved material availability and readiness
- Reduced mean time for CASREP closure
- Draft BG OPTASK submitted for DS utilization

# *BACK- UPS*

# Proposed BG Deployment

Schedule

CLF

CPF

FDNF

I = IBR F = FBR

Month / Year = D-mm  
Rev: 24 JAN 01

